



# AVG LiveKive

## User Manual

### **Document revision 2012.xx (xx.9.2012)**

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## 1. Introduction

This user manual offers a general overview of the tasks and detection technologies provided by **AVG LiveKive**.



## 2. Installation Requirements

### 2.1. Operation Systems Supported

**AVG LiveKive** is intended to protect workstations with the following operating systems:

- Windows XP Home Edition SP2
- Windows XP Professional SP2
- Windows XP Professional x64 Edition SP1
- Windows Vista (x86 and x64, all editions)
- Windows 7 (x86 and x64, all editions)

(and possibly higher service packs for specific operating systems)

**Note:** *The ID Protection component is not supported on Windows XP x64. On this operating system you can install AVG LiveKive but only without the IDP component.*

### 2.2. Minimum & Recommended HW Requirements

Minimum hardware requirements for **AVG LiveKive**:

- Intel Pentium CPU 1,5 GHz
- 512 MB of RAM memory
- 900 MB of free hard drive space (for installation purposes)

Recommended hardware requirements for **AVG LiveKive**:

- Intel Pentium CPU 1,8 GHz
- 512 MB of RAM memory
- 1350 MB of free hard drive space (for installation purposes)



### 3. Installation Process

#### Where do I get the installation file?

To install **AVG LiveKive** on your computer, you need to get the latest installation file. To make sure you are installing the up-to-date version of **AVG LiveKive**, it is recommended to



## 4. User Interface

AVG LiveKive open with the main window:



- **Upgrade your protection** (*right section of the window*) opens the **AVG Free website** (<%AVG\_WEBSITE\_FREE%>) at page comparing your current protection of your computer provided by **AVG LiveKive** and the possibility of a full professional protection secured by AVG paid products. From the web page you can go and purchase the selected AVG product.



## 5. FAQ and Technical Support

Should you have any sales or technical trouble with your **AVG LiveKive** application, there are several ways to look for help. Please choose from the following options:

- **Troubleshooting in help file:** A new **Troubleshooting** section is available directly in the help file included in **AVG LiveKive**. This section provides a list of most frequently occurring situations when a user desires to look up professional help to a technical issue. Please select the situation that best describes your problem, and click it to open detailed instructions leading to the problem solution.
- **AVG website Support Center:** Alternatively, you can look up the solution to your problem on AVG website (<http://www.avg.com/>). In the **Support Center** section you can find a structured overview of thematic groups dealing with both sales and technical issues.
- **Frequently asked questions:** On the AVG website (<http://www.avg.com/>) you can also find a separate and elaborately structured section of frequently asked questions. This section is accessible via **Support Center / FAQ** menu option. Again, all questions are divided in a well arranged way into sales, technical, and virus categories.
- **About viruses & threats:** A specific chapter of the AVG website (<http://www.avg.com/>) is dedicated to virus issues. In the menu, select **Support Center / About viruses & threats** to enter a page providing structured overview of information related to online threats. You can also find instructions on removing viruses, spyware, and advice on how to stay protected.
- **Discussion forum:** You can also use the AVG Free users discussion forum at <http://forums.avg.com>.

**Unfortunately, using AVG LiveKive you are not entitled to technical support provided to full versions of AVG products. You may want to consider buying the full version of AVG, then please visit the AVG website (<http://www.avg.com/>) for information on AVG 2012 paid products purchase options.**